

### AMENDMENTS TO THE CLAIMS

1 (Currently amended). A method of receiving and handling an order from a customer using an order-reception system which is comprised of at least one computer and has an order-reception subsystem, business management subsystem and order-entry subsystem, comprising the steps of:

registering, by the order-entry subsystem, price information designating a price of a commodity, in a database of the business management system;

creating, by the order-reception subsystem, an order form for purchasing commodities and a catalog, based on the price information;

registering, by the order-reception subsystem, sales-promotion information to be displayed as sales-promotion materials and inquiry information to be displayed as Q&A information;

storing, in a sales-information database comprising a storage by the order-reception subsystem, BBS Bulletin Board System information to be posted on a BBS Bulletin Board System style page according to date and classification; the registered sales-promotion information to be displayed as sales-promotion materials according to date and classification; and the registered inquiry information to be displayed as the Q&A information according to date, context, and maker;

displaying, by the order-reception subsystem, the BBS Bulletin Board System information on the BBS Bulletin Board System style page;

displaying, by the order-reception subsystem, the sales-promotion materials;

receiving, by the order-reception subsystem, customer order information sent from the customer, said customer order information including customer information regarding the customer and at least one of ordering information representing contents of an order for a commodity ordered by the customer and support request information representing contents of a support request;

performing, by the order-reception subsystem, the order reception processing based on the received customer order information;

determining, by the order-reception subsystem, to deliver the commodity specified in the ordering information and to provide a support specified in the support information, based on a result of the order reception processing;

confirming, by the order-reception subsystem, whether the commodity is delivered and the support is provided; and

charging, by the order-reception subsystem, a price of the commodity specified in the ordering information and a cost of the support specified in the support request information, based on the customer information including information regarding a price of each commodity purchased by the customer with high frequency and a cost of each support requested by the customer with high frequency, wherein the price and the cost are set by a seller of the commodity and support;

wherein the support request information includes information regarding a request for at least one of:

- a service for delivering the commodity to a place specified by the customer;
- a service for unpacking the ordered commodity at a time of delivery;
- a service for collecting an empty box that the customer does not need any more;
- a service for delivering commodities that are repeatedly supplied to the customer on a FIFO basis;
- a service for specifying a delivery date for delivering the commodity to be delivered;
- a service for urgently delivering the ordered commodity; and
- a service for periodically delivering a constant number of commodities specified by the customer.

2 (Previously presented). The method according to claim 1, further including the steps of: checking, by the order-entry subsystem, whether there is a stock of the commodity specified in the ordering information based on stock information;

determining, by the order-entry subsystem, a delivery date for delivering the ordered commodity; and

sending, by the order-entry subsystem, order-reception confirmation information including delivery-date information representing the determined delivery date and the customer order information to the customer either in a facsimile form or e-mail form.

3-4 (Canceled)

5 (original). The method according to claim 1, wherein

the support request information includes information regarding a request for collecting recyclable items including at least one of a used cartridge, a used toner container and used paper.

6 (Previously presented). The method according to claim 5, wherein:

the order-reception system is further comprised of a delivery subsystem; and further including comprising the step of

arranging, by the delivery subsystem, collection of used paper, in response to a support request for collecting used paper from the customer when a used-paper collection box provided to the customer is filled with used paper.

7-11 (Canceled)

12 (Previously presented). The method according to claim 1, further comprising the steps of: assigning, by the order-reception subsystem, in a case where the customer has made a contract of maintenance service for one of a plurality of apparatus including OA apparatuses, a delivery of the commodity to a service person who can execute the maintenance service when it is determined to deliver the commodity specified in the ordering information; and

determining, by the order-reception subsystem, to execute a maintenance service based on the maintenance contract at a time of delivering the commodity, based on the customer information and customer order information.

13-14 (Canceled)

15 (Currently amended). An order-reception system comprising:

an order-reception subsystem which receives customer order information sent from a customer, wherein the customer order information includes customer information regarding the customer and at least one of ordering information representing contents of an order for a commodity ordered by the customer and support request information representing contents of a support request;

a business management subsystem which has a customer information database storing the customer information regarding a price of a commodity purchased by the customer with high frequency and a cost of a support requested by the customer with high frequency, and set by a seller; and

an order-entry subsystem which registers price information designating a price of a commodity, in a database of the business management system and executes an order-reception processing based on the customer order information received by said order-reception subsystem, wherein said order-reception subsystem creates an order form for purchasing commodities and a catalog, based on the price information;

registers sales-promotion information to be displayed as sales-promotion materials and inquiry information to be displayed as Q&A information;

stores, in the sales-information database, BBS Bulletin Board System information to be posted on a BBS Bulletin Board System style page according to date and classification; the registered sales-promotion information to be displayed as sales-promotion materials according to date and classification; and the registered inquiry information to be displayed as the Q&A information according to date, context, and maker;

displays the BBS Bulletin Board System information on the BBS Bulletin Board System style page;

displays the sales-promotion materials;

determines to deliver the commodity specified in the ordering information and to provide the support specified in the support information, based on a result of the order reception processing;

confirms whether the ordered commodity is delivered and whether the support is provided; and

charges the price of the commodity and the cost of the support specified in the ordering information; and

the support request information includes information regarding a request for at least one of: a service for delivering the commodity to a place specified by the customer;

a service for unpacking the ordered commodity at a time of delivering the ordered commodity ordered;

a service for collecting an empty box that the customer does not need any more;

a service for delivering commodities which are repeatedly supplied to the customer on a FIFO basis;

a service for specifying a delivery date for delivering the commodity to be delivered;

a service for urgently delivering the ordered commodity; and

a service for periodically delivering a constant number of commodities specified by the customer.

16-18 (Canceled)

19 (original). The order-reception system according to claim 15, wherein the support request information includes information representing a request for collecting recyclable items including at least one of a used toner cartridge, a used toner container and a used paper.

20 (original). The order-reception system according to claim 19, wherein said delivery subsystem arranges collection of used paper, in response to a support request for collecting used paper from the customer when a used-paper collection box provided to the customer is filled with used paper.

21-25 (Canceled)

26 (original). The order-reception system according to claim 15, wherein said order-reception subsystem assigns a delivery of the ordered commodity to a service person who can execute a maintenance service when it is determined that the commodity specified in the ordering information is to be delivered, and determines to execute the maintenance service at a time of delivering the commodity based on the customer information and customer order

information, in a case where the customer has made the contract of the maintenance service for one of a plurality of apparatus including OA apparatuses.

27-28 (Canceled)

29 (Currently amended). An order-reception system for receiving and handling an order from a customer using at least one computer, said system comprising:

means for registering price information designating a price of a commodity;

means for creating an order form for purchasing commodities and a catalog based on the price information;

means for registering sales-promotion information to be displayed as sales-promotion materials and inquiry information to be displayed as Q&A information;

means for storing, in a sales-information database, BBS Bulletin Board System information to be posted on a BBS Bulletin Board System style page according to date and classification; the registered sales-promotion information to be displayed as sales-promotion materials according to date and classification; and the registered inquiry information to be displayed as the Q&A information according to date, context, and maker;

means for displaying the BBS Bulletin Board System information on the BBS Bulletin Board System style page;

means for displaying the sales-promotion materials;

means for receiving customer order information sent from the customer, said customer order information including customer information regarding the customer and at least one of ordering information representing contents of an order for a commodity ordered by the customer and support request information representing contents of a support request;

means for performing the order reception processing based on the received customer order information;

means for determining to deliver the commodity specified in the ordering information and to provide a support specified in the support request information, based on a result of the order reception processing;

means for confirming whether the commodity is delivered and the support is provided;  
a customer-information database which stores the customer information including information regarding a price of a commodity purchased by the customer with high frequency and a cost of a support requested by the customer with high frequency, wherein the price and the cost are set by a seller of the commodity and support; and

means for charging a price of the commodity specified in the ordering information and a cost of the support specified in the support request information based on the customer information, wherein the support request information includes information regarding a request for at least one of:

- a service for delivering the commodity to a place specified by the customer;
- a service for unpacking the ordered commodity at a time of delivering the ordered commodity ordered;
- a service for collecting an empty box that the customer does not need any more;
- a service for delivering commodities which are repeatedly supplied to the customer on a FIFO basis;
- a service for specifying a delivery date for delivering the commodity to be delivered;
- a service for urgently delivering the ordered commodity; and
- a service for periodically delivering a constant number of commodities specified by the customer.

30 (original). The order-reception system according to claim 29, further including:  
means for confirming whether there is a stock of the commodity specified in the ordering information, based on stock information;  
means for determining a delivery date for delivering the ordered commodity; and  
means for sending order-reception confirmation information including both delivery-date information representing the determined delivery date and the customer order information, in a facsimile form or e-mail form.

31-42 (Canceled)

43 (Previously presented). A program product for controlling a computer to execute the following steps of:

registering price information designating a price of a commodity;

creating an order form for purchasing commodities and a catalog based on the price information;

registering sales-promotion information to be displayed as sales-promotion materials and inquiry information to be displayed as Q&A information;

storing, in a sales-information database comprising a storage, BBS Bulletin Board System information to be posted on a BBS Bulletin Board System style page according to date and classification; the registered sales-promotion information to be displayed as sales-promotion materials according to date and classification; and the registered inquiry information to be displayed as the Q&A information according to date, context, and maker;

displaying the BBS Bulletin Board System information on the BBS Bulletin Board System style page;

displaying the sales-promotion materials;

receiving customer order information sent from a customer, the customer order information including customer information regarding the customer and at least one of ordering information representing contents of an order for a commodity ordered by the customer and support request information representing contents of a request for a support;

executing an order-reception processing based on the received customer order information;

determining to deliver the commodity specified in the ordering information and to provide the support specified in the support request information, based on a result of the order-reception processing;

confirming whether the commodity has been delivered and whether the support has been provided; and

charging a price of the commodity specified in the ordering information and a cost of the support specified in the support request information, based on the customer information including information regarding a price of each commodity purchased by the customer with high frequency



and a cost of each support requested by the customer with high frequency, wherein the price and the cost are set by a seller of the commodity and support;

wherein the support request information includes information regarding a request for at least one of:

a service for delivering the commodity to a place specified by the customer;

a service for unpacking the ordered commodity at a time of delivering the ordered commodity ordered;

a service for collecting an empty box that the customer does not need any more;

a service for delivering commodities which are repeatedly supplied to the customer on a FIFO basis;

a service for specifying a delivery date for delivering the commodity to be delivered;

a service for urgently delivering the ordered commodity; and

a service for periodically delivering a constant number of commodities specified by the customer.

44 (Canceled)